

SAP Business Warehouse/Business Intelligence Reporting

Additional Information/Getting Help

Washington State HRMS Business
Warehouse Business/Intelligence
(BW/BI)

Self-Paced Learning Materials

General Topics - BW/BI End Users/Power Users

Additional Information/Getting Help

The following information is provided as a resource for getting help on frequently asked BW/BI-related questions.

In most cases, the first point of reference will be the BW/BI Self-Paced Learning Materials:

<http://hrms.dop.wa.gov/ReadinessAreas/Reports/BITraining/TrainingIndex.htm>

Question	Answer	Resource
What kind of training is available for BW/BI?	<ul style="list-style-type: none"> BW/BI End Users and BW/BI Power Users: Use the BW/BI Self Paced Learning Materials. These have step-by-step instructions for running BW/BI Custom Reports from the HRMS Portal. Note: Course Code 01-04-BI02 ½ day workshops will be scheduled to provide an overview of the BW/BI Self Paced Learning Materials if needed (workshop covers the same materials). BW/BI Power Users (only): Course Code 01-04-BI01 Full day workshops will be scheduled to provide overview of creating ad hoc queries via BEx reporting tools. 	<ol style="list-style-type: none"> HRMS Customer Support Website http://www.dop.wa.gov/HRMS/CustomerSupport/ BW/BI Self-Paced Learning Materials DOP Service Center (helpdesk@dop.wa.gov) (360) 664-6400
How do I know if I'm a BW/BI End User or BW/BI Power User?	<ul style="list-style-type: none"> Refer to the description of BW/BI End Users and BW/BI Power Users in the BW/BI Self-Paced Learning Materials (see <i>BW/BI Concepts</i>). Contact your Agency Security User ID Administrator. 	<ol style="list-style-type: none"> BW/BI Self-Paced Learning Materials Agency Security User ID Administrator DOP Service Center (helpdesk@dop.wa.gov) (360) 664-6400
How do I find a Power User within my Agency?	<ul style="list-style-type: none"> Contact your Agency Security User ID Administrator. 	<ol style="list-style-type: none"> Agency Security User ID Administrator DOP Service Center (helpdesk@dop.wa.gov) (360) 664-6400
How do I perform a function in a BW/BI Custom Report (such as filter or sort)?	<ul style="list-style-type: none"> Refer to the BW/BI Self-Paced Learning Materials (see <i>BW/BI Report Context Menu</i>). Contact your Agency BW/BI Power User. 	<ol style="list-style-type: none"> BW/BI Self-Paced Learning Materials Agency BW/BI Power User DOP Service Center (helpdesk@dop.wa.gov) (360) 664-6400
<p>The BW/BI reports:</p> <ul style="list-style-type: none"> Contain a large number of columns and rows Contain data I don't need <p>How do I remove columns or rows and filter on specific data in the reports?</p>	<ul style="list-style-type: none"> BW/BI Custom reports were designed to provide users with flexible reporting options. Users have the ability to add/remove rows or columns, filter report results, sort report results and save their user-defined settings as Bookmarks for future use. <p>Refer to the following BW/BI Self-Paced Learning Materials for information on running reports with user-defined settings:</p> <ul style="list-style-type: none"> <i>BW/BI Report Context Menu</i> <i>BW/BI Financial InfoCube, BW/BI Grievance Cube, and the BW/BI E-Recruiting Cube</i> (for information on running BW/BI Financial, Grievance, and E-recruiting reports with user-defined settings) 	<ol style="list-style-type: none"> BW/BI Self-Paced Learning Materials Agency BW/BI Power User DOP Service Center (helpdesk@dop.wa.gov) (360) 664-6400

Additional Information/Getting Help, Cont...

Question	Answer	Resource
How do I access the HRMS Portal?	<ul style="list-style-type: none"> Refer to the BW/BI Self-Paced Learning Materials (see <i>Logging on to HRMS Portal</i>). 	<ol style="list-style-type: none"> BW/BI Self-Paced Learning Materials Agency Security User ID Administrator Agency BW/BI Power User DOP Service Center(helpdesk@dop.wa.gov) (360) 664-6400
Why can't I see the 'BW/BI Reporting' tab on the HRMS Portal?	<ul style="list-style-type: none"> May not have the Business Intelligence assigned in the HRMS Portal security. 	<ol style="list-style-type: none"> Agency Security User ID Administrator DOP Service Center(helpdesk@dop.wa.gov) (360) 664-6400
What do I do if: <ul style="list-style-type: none"> My BW/BI User ID and Password is locked I forgot my BW/BI User ID and Password I didn't receive a BW/BI User ID and Password 	<ul style="list-style-type: none"> Contact your Agency Security User ID Administrator. 	<ol style="list-style-type: none"> Agency Security User ID Administrator DOP Service Center(helpdesk@dop.wa.gov) (360) 664-6400
I receive error "not authorized for infocube" (error will identify cube) when attempting to run a BW/BI report.	<ul style="list-style-type: none"> You may not have access to an InfoProvider (InfoCube). Users are mapped to the following InfoProvider Roles: <ol style="list-style-type: none"> "HR/Payroll/Time data" "HR/Payroll/Time with Financial data" "Financial data only" 	<ol style="list-style-type: none"> BW/BI Self-Paced Learning Materials Agency Security User ID Administrator DOP Service Center(helpdesk@dop.wa.gov) (360) 664-6400
How do I find the Agency Security User ID Administrator in my agency?	<ul style="list-style-type: none"> Contact your Agency BW/BI Power User. Contact the DOP Help Desk. 	<ol style="list-style-type: none"> Agency BW/BI Power User DOP Service Center(helpdesk@dop.wa.gov) (360) 664-6400